

PROCEEDINGS OF THE BROWN COUNTY
HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the **Brown County Human Services Committee** was held on Wednesday, September 25, 2019 in Room 200 of the Northern Building, 305 E. Walnut Street, Green Bay, WI.

Present: Chair Hoyer, Supervisor Evans, Supervisor Brusky, Supervisor Linssen and Supervisor De Wane
Also Present: Children, Youth & Families Manager Kevin Brennan, Community Services Administrator Jenny Hoffman, Director of Nursing Samantha Behling, Public Health Officer Anna Destree, Finance Manager Eric Johnson and other interested parties.

I. Call Meeting to Order.

The meeting was called to order by Chair Hoyer at 6:00 pm.

II. Approve/Modify Agenda.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY

III. Approve/Modify Minutes of August 28, 2019.

Motion made by Supervisor Brusky, seconded by Supervisor De Wane to modify Item 7 of the minutes to include the first, second, and third priorities/recommendations of the study. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Comments from the Public

-Shelly Destree, 1533 Proper Street, Green Bay, WI

Destree informed she is a county employee working in Dietary Services at the CTC. There has been ongoing turnover in Dietary Services and this is causing staff shortages and difficulties with managing the workload. Staff has done a lot of different things to try to make sure the work is being completed, but the turnover since the union has been dismantled is making it difficult as the union members have filtered out. Turnover has increased to 18%. Destree continued that they are working short staffed daily and are trying to find people daily to get the job done. When staff did a job market analysis for what is paid for a high school diploma, which this job requires, they found the market right now is \$12 an hour just to cashier. Employees working in Dietary Services for the county are making \$11.57 while other support services at the Mental Health Center are making at least \$16 an hour to start.

Destree went on that dietary staff have to know a substantial amount of information such as infection control, modified diets and time management skills. They also have to pass Serve Safe and state survey. The difference of pay between the market outside the CTC and inside the CTC is substantial and they are here tonight to ask the Committee to consider reviewing the pay scale that is being offered for dietary in the upcoming budget. Destree provided the Committee with a handout, a copy of which is attached.

Supervisor Evans asked if the pay is felt to be the main reason for the turnover. Destree answered that the pay is cited as one of the main concerns of staff although she noted people also obviously want the insurance and benefits, but they come to work each day to make the pay.

-Lynn Klessig, 433 West National Avenue, Brillion, WI

Klessig is a Food Services Supervisor and said what she hears the most is it is a lot of work for what is being paid. People are leaving for more money and she referenced a recent resignation from someone that was offered \$5 more per hour elsewhere. She does not hear a lot about the benefits, but she does hear a lot

about the low pay. Klessig noted staff is working 10 hours a day and has to know about different types of diets, textures, what each resident can eat, etc. Currently they are down several positions. There are different shifts to cover all the work that needs to be done and there is also some overlap between AM shifts and PM shifts. Ideally there would be 18 – 20 staff members and at this time there are about 14 – 15.

The Committee thanked Destree and Klessig for bringing these issues to the Committee's attention and indicated that this would have to be an agenda item to discuss further. It was suggested that a communication be put it at the next meeting to get this on the agenda.

1. Review Minutes of:

- a. **Children with Disabilities Education Board (December 18, 2018; February 19 & 28; June 18 and July 16, 2019).**
- b. **Criminal Justice Coordinating Board (July 9, 2019).**
- c. **Human Services Board (August 8, 2019).**
- d. **Veterans' Recognition Subcommittee (August 20, 2019).**

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to suspend the rules to take Items 1a-d together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to receive and place on file Items 1a-d. Vote taken. MOTION CARRIED UNANIMOUSLY

Communications – None.

Wind Turbine Update

- 2. Receive new information – Standing Item.**

Motion made by Supervisor De Wane, seconded by Supervisor Evans to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Health & Human Services Department

- 3. Budget Adjustment Request (129-078): Any increase in expenses with an offsetting increase in revenue.**

A new passenger van used extensively in Community Services operations was totaled in an accident with anticipated proceeds from insurance of just over \$17,500. The remaining amount needed to replace this vehicle is approximately \$7,000 which can be transferred from copying and supply categories running under budget in 2019.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

- 4. Budget Adjustment Request (19-079): Any allocation from a departments' fund balance.**

Contractor bids received for the Shelter Care bathroom area project have come in much higher than anticipated. \$128,000 was budgeted for this project in 2019 and this was intended to be a conservative estimate. However, all three contractors bidding on the project submitted similarly high bids for this relatively complex reconstruction/remodeling project which will allow significant additional bathroom access for the children served at Shelter Care. The lowest bid for the project is approximately \$153,000.

Motion made by Supervisor Brusky, seconded by Supervisor Evans to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

- 5. Resolution Regarding Table of Organization Change for the Health and Human Services Department - Community Services Division – Youth Support Specialist.**

Community Services Administrator Jenny Hoffman informed this is regarding a position at Shelter Care and they are asking to eliminate a .4 every weekend position and adding two .2 positions to make recruiting easier. It was noted that a lot of the weekend staff have full-time jobs during the week and having them work every weekend at Shelter Care has resulted in a lot of turnover.

**Motion made by Supervisor Linssen, seconded by Supervisor Delain to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY**

6. Resolution in Support of Establishing a Brown County Secure Residential Care Center for Children and Youth (24 Secure Residential Beds and 32 Secure Detention Beds).

Hoyer recalled that at the last meeting the Committee talked about the idea and requested that a resolution be sent back to the Committee and that is what is being considered at this time. Linssen commented on provisions 1, 2 and 3 in the last paragraph of the resolution and said he does not recall seeing these provisions before and asked where they came from. Hoyer responded that essentially those provisions address concerns that had been raised by both the Human Services Committee and the Public Safety Committee and indicated that those are things we do not know at this time but are part of the conversation and need to be addressed.

With regard to provision 2, Linssen asked if that is something that a decision has been made on and specifically where that provision came from. Director of Administration Chad Weininger said some of the other communities would have to purchase land so they would use those dollars towards the land purchases. Brown County already has the farm property and the property was appraised long before this came up so the county would like the state to consider that as part of our contribution because it is taxpayer dollars that the county would be foregoing. Weininger continued that this resolution really only conveys to the state that the County Board is still interested in the project but we still have to work out some details. There will still be something brought before the Board with the costs and other final details.

Linssen asked where the numbers in the resolution came from. Weininger responded that the land sale came from conversations with a number of staff. There have been different conversations going on that all came together for this resolution. Weininger reiterated the resolution is only saying that the county is interested but we know we still have to work through some things.

With regard to the fiscal impact, Evans noted that the 5% that would be the county's responsibility comes to about \$2 million dollars. He also noted the county cannot bond according to the resolution passed for the .5% sales tax and asked where that money would come from. Weininger said at this time there is no fiscal as the county is not being committed to anything. However, there would be several options to cover this. He recalled that there were several buckets of money set aside and in 2020 Health and Human Services will only be using a small percentage of their bucket of the sales tax proceeds so there would be money available there. Weininger also said the county still has fund balance and there are also some other possibilities where there is some flexibilities and alternatives. Weininger said he would be more concerned about the operational aspect rather than the capital aspect of this. The goal is to get this resolution passed and then the county can delve into determining if there are enough resources to cover the operational costs.

Regarding the land, Brusky asked if we built this, if the structure would belong to the state or to Brown County. Weininger responded that he assumed it would likely be the county's building, but he is not 100% sure of this and said that he will have Corporation Counsel contact Brusky with a more clear answer.

Brusky also had some suggestions to the proposed language in the resolution. She informed she spoke with a Supervisor from Columbia County recently at the WCA Convention and that Supervisor was wondering if it was the appropriate time to talk to some of the counties that may be building these facilities to see if they could be used by Columbia County. She feels the reference in the proposed resolution to North-East Wisconsin should maybe be deleted because it was pointed out to her at the WCA session that the western and northern counties feel like they do not have any

options close to them so they will have to look to Racine or Brown County. Brusky also suggested modifying the final paragraph of the resolution to read: Now, Therefore, Be it Resolved that the Brown County Board of Supervisors hereby supports constructing and operating a SRCCCY in Brown County to serve North-Eastern Wisconsin area children and youth populations and children and youth from other requesting counties.

Hoyer noted the priority is for our own children and he does not feel the concern should be filling it because there is demand for this. Hoffman responded that they have not talked about prioritizing, but the intent would be to serve who reaches out. Evans added that he thought the state already had some boundaries as to where people were going to go. Children, Youth & Families Manager Kevin Brennan said there have been different maps drawn up of where the population of kids would come from, but only four counties made a proposal to the Grants Committee; three in the south and Brown County. There was not anybody in the northern part of the state that made a proposal. From a practical standpoint, serving kids as close to home as possible is desired. Brennan noted that Columbia County was pretty southern and should be buddying up with facilities in that part of the state.

Evans recalled hearing that 60% of the people using the facility would need to be from out of county. Weininger clarified that the operational budget would depend on outside revenue sources to make a facility flow, so we would have to serve the outside areas. Financial Manager Eric Johnson said the initial projection would be 50% Brown County residents and 50% residents from other counties.

Motion made by Supervisor Brusky, seconded by Supervisor Evans to make the language changes proposed by Brusky to the resolution. *Second rescinded; no vote taken.*

Linszen understands Brusky's viewpoint, however, given the political nature of the resolution and the intent that we are trying to convey that this is a regional facility, his preference would be to leave the resolution language as is. There is nothing that says we cannot provide services to other counties, but he feels the intent the county is trying to convey to the state is that this is a facility that will handle the northeastern part of Wisconsin and potentially more. For those reasons, he would prefer to leave the resolution as is.

From a logistical standpoint, Hoyer informed this resolution in its current form is going to Public Safety Committee as well and he is concerned that if this Committee makes changes and Public Safety makes changes, there would need to be a joint meeting before the full Board meeting. Hoyer said his preference would be for this Committee to approve the resolution as is and that Brusky make her recommendations at the full Board meeting. De Wane agreed with Hoyer that this resolution should be approved as is. Evans feels the changes Brusky is suggesting are legitimate changes and noted that this resolution is only a formality in saying that Brown County supports moving ahead, but there is nothing wrong with making the document as clear and concise as possible and he would support these changes on the County Board floor. Brusky was agreeable to waiting until the full County Board meeting to talk further about her suggested changes.

**Motion made by Supervisor De Wane, seconded by Supervisor Linszen to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY**

7. Financial Report for Community Treatment Center and Community Services.

**Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY**

8. Shelter Care Remodeling Project Update and Bid Approval.

**Motion made by Supervisor Evans, seconded by Supervisor Linszen to have separation between Shelter Care Remodeling Project Update and Bid Approval and Statistical Reports. Vote taken.
MOTION CARRIED UNANIMOUSLY**

Johnson informed this project is expected to begin as soon as the winning bid is awarded and the contractor can start work, hopefully within the month. The goal is to get as much of the project done this year as possible. It is a two phase project because they have to close down one side of the facility to do the work and then close the other side to do the work. As a reminder, the project is to create individualized bathrooms as opposed to the current group bathrooms that cause rationing and juggling of bathroom time, especially in the morning when these young people are getting ready for school. Brennan added that they currently do have space in the bathroom for more than one person at a time, but because of the licensing rules, kids cannot be in the bathroom together. This project will portion the stalls out so they can serve more kids at one time. Some of the new stalls will have showers and others will not.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve the bid of Milbach Construction Services for Project Number 2342. Vote taken. MOTION CARRIED UNANIMOUSLY

9. Statistical Reports.

- a. **Monthly CTC Data.**
 - i. **Bay Haven Crisis Diversion.**
 - ii. **Nicolet Psychiatric Center.**
 - iii. **Bayshore Village (Nursing Home).**
 - iv. **CTC Double Shifts.**
- b. **Child Protection – Child Abuse/Neglect Report.**
- c. **Monthly Contract Update.**

Motion made by Supervisor De Wane, seconded by Supervisor Linssen, to suspend the rules to take Items 9 a, ai, aii, aiii, aiv b and c together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to receive and place on file Items 9 a, ai, aii, aiii, aiv b and c together. Vote taken. MOTION CARRIED UNANIMOUSLY

10. Request for New Non-Contracted and Contracted Providers.

Evans asked for clarification on several items which was provided by Jenny Hoffman and Kevin Brennan.

Motion made by Supervisor Evans, seconded by Supervisor Linssen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Other

11. Audit of bills.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to acknowledge receipt of the bills. Vote taken. MOTION CARRIED UNANIMOUSLY

12. Such other Matters as Authorized by Law.

Hoyer informed that Human Services will hold their regular and budget meeting on October 23 beginning at 5:00 pm in Room 200 of the Northern Building.

Brusky said at the WCA Convention Supervisors were asked to thank Human Services employees and she added her thanks and said that their work is very much appreciated. She noted that Brown County was pointed out for their home visits and were also grouped together with several other counties as a leader in something else.

Evans asked about mosquito borne illnesses in Brown County and if it something that we should be concerned about. Public Health Officer Anna Destree advised that people should use bug spray, wear long sleeves and avoid going outdoors at dawn and dusk. She noted that no birds have tested

positive for West Nile Disease in this area this year and the other diseases carried by mosquitoes that have been in the news have not been found in this area and are very rare.

13. Adjourn.

**Motion made by Supervisor De Wane, seconded by Supervisor Linssen to adjourn at 6:43 pm.
Vote taken. MOTION CARRIED UNANIMOUSLY**

Respectfully submitted,

Alicia A. Loehlein
Administrative Coordinator

Therese Giannunzio
Transcriptionist

Human Services Committee:

Jesse Brunette, Paula Landrie, Vice Chair ,
JoAnn Grashberger
Food Service Supervisor Susan Hyland
Carole Andrews

We would like to present to you some information surrounding Food and Nutrition Services Department at the Brown County Community Treatment Center

The department has been experiencing several situations which we hope we can address with you.

One such situation is chronic shortage of staff.

Often we are struggling to fill cook and food service worker positions.

The positions require a complexity of knowledge including, but not limited to, safe food handling, sanitization practices, understanding and accountability of serving modified diets, time management, therapeutic client relations, state inspections, and passing state mandated educational in-services such as safe food handling and infection control.

The positions also require a high school diploma.

When searching the job market which require high school diploma, we discovered very quickly it is easy to obtain a job which pays much higher, with less required skills and less accountability right here in Brown County.

We have several examples:

- Target currently paying \$12.00/hr. to Cashier
- Bellin Hospital (to deliver food) \$9.74/hr. to start and in 3 years \$13.19/hr
- anything after 3pm gets a \$1.50/hr. added
- Weekends get additional \$1.00/hr. added.
- Pick 'n Save (stock produce) \$15.00/hr. monthly benefits costs \$160.00
- Kwik Trip: Day shift starts at \$12.10/hr. Nights \$14.10/hr. also benefit eligible.
- Kohls Department Stores: \$12.60 to start.
- Costco: \$12.16 plus discounts and benefits to hand out food samples.
- Woodman's Grocery Store:
- They start out bagging, within one year, Cashier--14.00 per hr.
- Pick & Save Grocery Store
\$15.00 per hr. — Plus benefits

Our point is that these jobs are high school diploma market jobs.

We fall below the level of competition to lure in candidates for the open positions at the Brown County Community Treatment Center

Food Service Workers have far more labor intensive work and responsibilities.

Comments from
the public.

Food Service Workers at the Brown County Community Treatment Center need to know:

- Specialized Diets
- Sanitation Practices
- Time Management
- Organizing Fast Pace Demands
- Working with Special Needs residents
- Team Work
- Pass State Surveys for proper food handling which includes serving Specialized and Modified Texture Diets.
- Maintain computer training on a yearly basis in such areas as HIPPA protected information, chemical handling and storage, food storage and preparation, and many more.
- Staff have to know State Food Code Guidelines
- Cooks are required to be Serv-Save Certified.

The skills required certainly warrant an opportunity to ask Brown County to review the wages and offer the flexibility of increasing the pay to make our staff and the open positions more marketable for longer term employees.

Currently we have an 18 percent turnover ratio.

Because of the high turnover rate, current staff have been unable to use their benefits:

- Cannot use vacation time due to personnel shortages.

On a DAILY basis, staff are picking up shifts to keep the kitchen operating properly and safely, which has resulted in many hours of overtime worked by the staff.

The county has hired many cooks outside our facility, and they don't stay.

Many of them leave due to the lack of pay and the complexity of the position.

We would like to ask for your members to review the dietary pay scale.

We are asking that the pay scale be appropriated to those in the market and directly equal to the current support staff at the Brown County Community Treatment Center

Housekeeping has a low turnover ratio, due to the competitive wages they are offered.

The current starting wage for a Housekeeper's position is \$5.00 more per hour than the starting wage of a Food Service Worker.

We, as a department have to have equal if not more knowledge, than the housekeeping positions.

Therefore we are asking the county to bring the current staff wage, and any newly hired staff an opportunity to raise the wages to an appropriate sustainable living wage.

These responsibilities warrant at least the same pay scale as Housekeeping.

Thank you for considering our department as we move forward together in addressing this situation.

Lynn Klessig--Food Service Supervisor at Brown County Community Treatment Center

*Comments from
the public.*